

VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 39.3

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Name of the NPS Unit:	Isle Royale National Park			VTS Group:	Water
Name of VTS:	Rock Harbor			NPS Region:	Midwest
Respondent's Name:	Peter Armington			Annual Visitors:	23,445
Respondent's Title:	Chief Park Ranger				
Respondent's Phone:	(906) 487-7148	Fax:	(906) 487-7170	E-mail:	

Section 1: How is the VTS Service Provided?

1.1 In what year VTS service first provided?	1947	1.6a Contract Term (years):	5
1.2 Who currently manages the VTS service?	NPS	1.6b Contract Start Date:	1/1/95
1.3 Who currently operates VTS service?	Concessioner	1.6c Contract End Date:	12/31/00
1.5a Concessioner Name:	National Park Concessions, Inc.		
1.5b Concessioner Address:			
1.5c Concessioner Telephone:	(906) 337-4993		

Section 2: What Kind of VTS Service is Provided and what is the Frequency and Performance of the VTS?

2.1 What type of vehicles are used to operate the VTS Service? Passenger Ferry

2.2 Does the VTS service always operate along a fixed or consistent route or routes? Yes

2.3 What are the names, round trip mileage, trips per day, % peak season trips in which vehicles are (1) filled to capacity, (2) beyond capacity and riders are left behind, and (3) operate on time (within 5 minutes of scheduled time)? (See Table B for service frequency per day of the week).

Route	Route Mileage	Peak Season Trips per Day	Off Peak Season Trips per Day	Percent Capacity Trips	Percent Refused Trips	Percent Ontime Trips
Captains Cruise	18					
Charter Fishing	Demand					
Edisen Fishery	12	1				
Hidden Lake	6					
North Shore	42					
Passage Island	18					
Raspberry Island	18					
Water Taxi	Demand					

2.4 If not a fixed route, How is the path of the VTS route determined?

2.5 Times per season that VTS service failed to operate due to an equipment shortage? 0

2.6 Times per season that VTS service failed to operate due to an operator shortage? 0

Section 3: What is the Purpose of the VTS Service?

3.1 Is the VTS the sole means of public access into the park or park unit? No

3.2 Rate each of the following attributes as to their degree of relevance to the VTS Service:

Visitor Enhancement Rating:	High	Cost Effectiveness Rating:	High
Resource Protection Rating:	High	Sustainability Rating:	High

3.3 What is the primary purpose of VTS? Visitor Enhancement

Section 4: When Does the VTS Service Operate?

4.1 Is the service year around? No

Current Year Start Date: Next Year Start Date:

Current Year End Date: Next Year End Date:

4.2 Peak Demand Start Date: 7/1/96 Low Demand Start Date: 4/1/96

Peak Demand End Date: 8/31/96 Low Demand End Date: 5/31/96

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Section 5: How Does the VTS Service Operate?

5.1 Does the VTS Operate on a fixed schedule?

☐ No

If No, Describe How Trips are Determined:

Passenger Demand

5.2 Is Schedule Adjusted Weekly?

☐ No

5.4 Is Schedule Provided to Operators?

☐ Yes

5.3 Is Schedule Adjusted Daily?

☐ No

5.5 Is Schedule Available to Visitors?

☐ Yes

Section 6: What is the VTS Rolling Stock?

6.1 Who provides the vehicle/vessel equipment?

Contractor/Concessioner

6.2 Total Fleet Size:

6.3 Number of vehicles or vessels operated in service at a single time?

6.4 Do any vehicles employ alternative fuels?

☐ No

Alternative Fuel Type:

Equipment Number	Maker of Vehicle or Vessel	Model	Registry (Vessels)	Year	Annual Mileage	Fuel	Owner	Condition (See Note)
1	Dubuque Boiler		OND515536	1968			Concessioner	1
2	Thompson		MC0605PC	1992			Concessioner	1
3	Thompson		MC5730PK	1993			Concessioner	1
4	Starcraft		MC0026JR	1975			Concessioner	3
5	Starcraft		MC1571GE	1968			Concessioner	4

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 7: What Facilities Does the VTS Use?

7.1 Is there an inventory of VTS facilities?

☐ No

7.2 Who owns the VTS facilities?

Wholly Owned by NPS

Section 8: Who Uses the VTS Services?

8.1 Are passenger counts kept regularly?

☐ Yes

If so, how often are the counts made?

Daily

8.2 Please provide the average daily number of passenger boardings

Fiscal Year	Peak Season Daily Boardings	Off Peak Season Daily Boardings	Annual Boardings
FY 1996			2778
FY 1995			
FY 1994			
FY 1993			
FY 1992			

Section 10: How Much is Charged for Using the VTS Service?

10.1 Is a Fare charged to use the VTS Service?

☐ Yes

10.2 Does Fare vary according to Season, day of week or time of year?

☐ No

10.3 Does Fare Vary between adults and children?

☐ Yes

10.4 Please Provide Fares for the VTS System

	Peak Season				Off Season			
	Peak Day		Off Peak Day		Peak Day		Off Peak Day	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Captains Cruise								
Charter Fishing								
Edisen Fishery								
Hidden Lake								
North Shore								

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Passage Island								
Raspberry Island								
Water Taxi								

Section 11: What are the Revenue and Operating Costs for the VTS Service?

11.2 Does NPS financially support the VTS in any way?

No

11.3 Does NPS or Treasury receive payment from VTS Contractor/Concessioner?

Yes

11.3 Basis for Payments Received:

Percent of Gross Revenues/Flat Fee NPS D

Percent of Gross Revenues:

0.00
%

11.3 Other Basis for Payments Received:

11.4 Does VTS receive funds from sources other than NPS?

No

Please provide Operating Revenue, Cost, Funding Sources:

Revenue/Cost	FY 1996	FY 1995	FY 1994	FY 1993	FY1992
Fare Revenue					
Operating Cost	\$312,249.00	\$293,748.00	\$298,047.00	\$277,150.00	\$246,755.00
Concessioner Fees	\$10,374.00	\$8,813.00	\$8,481.00	\$7,140.00	\$6,623.00
NPS Support for VTS					
Payments to NPS					
Other Revenue Sources	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Section 12: What are the VTS Liability and Safety Programs?

Collision Coverage:

Comprehensive Coverage:

Property Coverage:

Public Liability Coverage:

Medical Coverage:

Collision Premium:

Comprehensive Premium:

Property Premium:

Public Liability Premium:

Medical Premium:

Other Insurance:

Covered by Umbrella Policy/Isle Royale
Operation

Other Premium:

Total Premium:

12.2 Who pays Insurance?

Concessioner

12.5 Who conducts substance abuse screening?

Concessioner

12.3 Who pays Operator Ins.?

Concessioner

12.6 Who conducts safety training program?

Concessioner

12.4 Who pays special license?

Coast Guard/Captains Li

12.7 Who maintains substance abuse program?

Concessioner

12.4 Who screens operator history?

Concessioner

Who regulates VTS vessels and crews?

US Coast Guard/FAA

12.8 Number of injury claims in past 5 yrs?

Section 13: What are the VTS Maintenance Procedures?

13.1 Is there a written Maintenance Program?

Yes

13.2 Are there written Hazmat Program procedures?

Yes

13.3 Is there a written Maintenance Training Program?

No

13.4 Is there a written Safety Program for VTS maintainers?

No

13.5 Is AC Brake Certification required?

No

13.6 Are federal (e.g., OSHA) Records Maintained?

Yes

13.7 What is the number of Shopped Vehicles per day on a typical peak visitor season?

0

13.8 What is the number of preventable maintenance road calls made during FY 1996?

0

Section 14: What Future Plans are there for VTS Service

Planned Mods:

Existing services have been in place for many years and serve the public and park very well. However, few funds have been available for either annual or cyclic dock maintenance for many years.

Plan Reports:

No

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